

DOZUKI

1. How to Estimate Auto Damage

Written By: Brian sallee



TOOLS:

- [Computer \(1\)](#)
- [Digital Camera \(1\)](#)
- [Tape Measure \(1\)](#)

SUMMARY

Before You Get Started

Estimating vehicle damage can be a tough job. Making sure that you follow company policies and procedures is just as important as writing an accurate estimate.

Step 1 — Verify Vin



- Locate the VIN number on the door or door jamb and take a photo of it.
- Make sure the photo is clear and you can clearly identify the VIN numbers in the photo.
- Next, verify that the VIN on the dash matches the VIN plate on the door.
- It is possible to have VIN numbers that do not match if the vehicle has been repaired before. Sometimes a vehicle will have a used replacement door that has the VIN number from the original vehicle.



Step 2 — Verify Registered Owner

REGISTRATION VALID FROM 11/10/2005 TO 11/10/2006 TYPE 11 LICENSE NUMBER S111555

Vehicle Identification Number (VIN) 1VWIT2314TM567890 **License Plate** F4595942

VEHICLE IDENTIFICATION NUMBER (VIN) 1VWIT2314TM567890

DATE FIRST SOLD 00/00/0000 CLASS VOLK 2003 1999

DATE ISSUED 12/17/2005 TYPE VEN MP AS 170 G TOTAL FEE PAID \$106 6000

REGISTERED OWNER

DOE JOHN
1234 BROADWAY
SACRAMENTO, CA 95818-2698

Vehicle License Fee R0040 L0066

RI7121420054003

STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CARD
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

TO REMOVE THE STICKER FROM THE BACKING. BEND STICKER AT SLIT AND PEEL SLOWLY. INSTRUCTIONS FOR APPLYING STICKER TO LICENSE PLATE

1. CLEAN SURFACE THOROUGHLY. SCRAPE OFF ACCUMULATED STICKERS (STICKER WILL NOT STICK IF WET OR DIRTY).

2. PUT STICKER ON REAR LICENSE PLATE AS SHOWN BELOW:

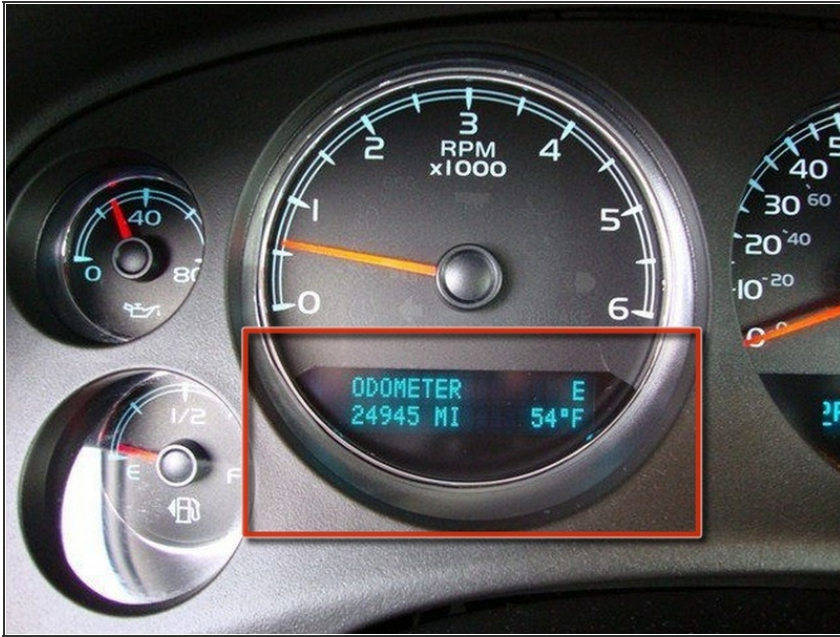
MOTORCYCLES: Right Half of This Wall 1A0000

ALL OTHERS: In Top Right Corner 1 SAM 123

EXCEPT: Truck Tractors And Commercial Vehicles With A Declared Gross Vehicle Weight of 10,001 lbs. or More—Must Apply Sticker To Front Plate

- Ask the customer for the registration card and verify the year, make, and model of the vehicle.
- Check the registration card and verify that the VIN on the vehicle matches the VIN listed on the registration card.
- Take a photo or scan the registration card.
- Confirm the legal owner of the vehicle.
- Look out for vehicles that have been salvaged!  Salvaged vehicles generally have a much lower ACV and are more likely to be a Total Loss.
- All payments to insured or claimant must be made out to legal owner of the vehicle. 

Step 3 — Check Milage



- Take a photo of the odometer.
- Make sure you include the milage on your estimate.



Step 4 — Accessing The Damage



- Walk around the car and look for unrelated prior damage.
- Take photos of all four corners of the vehicle.



Step 5 — Compare Facts of Loss with Actual Damage



- Examine the area of damage and determine if the Facts Of Loss correlate with the actual damage on the vehicle.
- A scrape on the rear corner of a bumper would be considered questionable if the customer reported that they were hit with another door in a parking lot.
- Consider the location of the damage when accessing the vehicle. Consider the height, size of damaged area, and even the color of any scratches or scrapes-also known as paint transfer.

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